

# **TEMPLATE - Proposed Agenda for the Mile High Area Service Committee Meeting September**

**201500**

1. Opening Prayer/ Serenity Prayer – Kerry W

Reading of 12 Traditions – Brian

and 12 Concepts of Narcotics Anonymous - Chaz

2. Please submit literature orders now as they are only accepted until the break. (Please use current order forms)

3. Welcome new GSRs, GSRA's and visitors. If you are new, please tell us your name and group. Request mentors for new GSRs. Recognize anniversaries.

## **New GSR/GSRA's:**

Drifter      Straight Fax

Clayton M   Aurora Southside Survivors

## **Anniversaries:**

Drifter      18 mos

Valery M    11 yrs

Clayton M   7 mos

Taz          90 days

4. Approval of August Minutes - **APPROVED**

5. Administrative Reports

### **Chair – Kerry W**

Thanks for letting me serve. I feel honored and favored to be allowed to serve this area. I am learning the procedures and processes employed here and continue to be amazed.

I attend the H & I subcommittee and service training today. I will try to attend all subcommittees at some times. It appears that we are doing just what NA suggests, "carrying the message to the still suffering addict". I will restate my request that all subcommittee submit a current copy of the guidelines you are following this request alone with your written report done with special hopes that we will operate subcommittee in accordance with mile high area guideline and if necessary make adjustments to bring guidelines in line with what is called , going in the sub committee.

## **Vice Chair – NONE**

### **Secretary - Lena**

The area home group POC list is coming along. Please update your information today so I can finalize by October.

Added two home groups to the roll-call spreadsheet as needed.

Please have your reports submitted by 23<sup>rd</sup>.

**\*Brendan pointed out August RCM report was not included in August minutes.**

**Thank you Brendan. I will add to this months minutes.**

## **Treasurer Opening Report – See Attached**

### **RCM/Service System Design – Brendan**

#### **RCM REPORT 9/13**

There was no regional meeting last month so there is not new to report.

Regional Assembly will be Sept. 19th

Training with a GSR training starting at 9:30am and the Assembly starting at 10am. The location will be at

3205 N 12th St. Grand Junction, CO 81506.

It will be a great assembly for GSRs to attend as The RD will be discussing the future of NA. Please keep in mind that attending assembly is part of the GSRs responsibly according to the guide to local service.

I will be having the AdHoc meeting @ noon before next months Area. We will be reviewing what was discussed at the assembly and discussing how to move forward with the AdHoc.

I will be unable to attend the remainder of the meeting today. Please contact me with anything regarding the Assembly at [nabrendan@yahoo.com](mailto:nabrendan@yahoo.com)

#### **RCM report 8/2/15**

I attended the regional meeting last month. I have not yet received the minutes and failed to take adequate notes. I will be forwarding the Regional minutes to the mile high secretary when I receive them. P.I. at region will be taking over mailing information for schools outside of the metro area.

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There is a wine festival that weekend in Grand Junction so please reserve your rooms early as they will sell out.

## **CRCNA Liasion – Joanne D**

Greetings,

CRCNA met yesterday. All is on track for our convention that takes place November 4 – 6. We are now less than 60 days away from CRCNA XXIX. We have successfully filled our room block again and the Hotel committee will be trying to extend our room block for a third time tomorrow. If you have not booked a room yet, please wait a couple of days to see if you can still get the contracted rate. As of yesterday we have reserved 381 room nights. As a reminder, your home group can sign up online for a time slot in the hospitality room online. No crockpots or hot plates are allowed. It is suggested that you bring ready-made foods, prepackaged, or order in pizza. It was suggested that an Area can sign up for a time slot in the hospitality room. Would our Area be interested in a time slot?

It was decided yesterday to extend the Early Bird Registration to October 24, 2015, due to having a final event in October. Full price registration will be available online from 10/24 – 11/02/15. After 11/02/15, all registrations will be accepted on site. CRCNA is still in need of dinner and breakfast registrations. As of yesterday we have sold 99 diners & 45 breakfasts.

The Program committee has finalized all speakers and are in the process of completing assignment of workshop chairpersons. Marathon meetings and hospitality room sign up schedules are available on [www.nacolorado.org/crcna](http://www.nacolorado.org/crcna).

As a reminder, the CRCNA guidelines were approved at the last assembly. With that said, the administrative committee for CRCNA XXX will be elected next weekend at the assembly in Grand Junction. Per these new guidelines, bids for CRCNA XXX were accepted last March. At that time the bid was awarded to Colorado Springs and the Hotel Chair was elected at that time. More information will be available at CRCNA XXIX. Subcommittee Chairs for CRCNA XXX elections will be held 10/10/15, 11:00 am at The Englewood Public Library. Please announce this at your meetings as this is the first year of changes according to the guidelines.

Fundraising & Entertainment has been successful this year and has two remaining events to do before CRCNA. They will be creating a flyer with all of the events that will be happening at our convention. Some examples of events at CRCNA are a Prom Night Dance, Silent Disco, Poker night and much more. Stay tuned for this flyer. The Silent Disco will be on Saturday night and does require a \$2.00 deposit for your headset. This event will feature several different DJ's that you can choose from to "tune into" with your headset. Please go to [www.nacolorado.org/crcna](http://www.nacolorado.org/crcna) to reserve your headset today. Our order of headsets will rely on the amount reserved and there will be a limited amount available onsite.

Upcoming Events:

### **September**

09/20/15 Decade Skate Event – Mile High

## October

10/24/15 Mexican Dinner/Bingo – Pikes Peak

The following subcommittees need assistance at CRCNA; Registration, Hotel, H & I, and Merchandise. Most of these committees do not require a minimum amount of clean time. Please let me know if you or any one in your home groups would like to volunteer. It is a great way to meet a lot of people, have fun, and to be of service to your convention.

The next CRCNA meeting will be 10/10/15 at 11:00 am at The Englewood Public Library.

In Loving Service,  
Joann D.

6. Roll Call: Quorum = 14 (May, June, July)

7. **Elections - NONE**

8. **Old Business - NONE**

9. Group Reports (MUST submit to the secretary in writing or email to be added to minutes.)

Hello,

I'm the GSR for Spiritual Awakenings group. I missed the opportunity to give a group report at Area, but I was hoping the following could be included in the minutes as a group report for this month.

"The Spiritual Awakenings group of Narcotics Anonymous would like your support! Please come to 3900 East Arapahoe Rd in Centennial on Mondays at 6:30 for a meditation meeting and Fridays at 6:30 for a discussion of the spiritual awakening we experience in the program. We also fellowship after the meeting on Friday, so please come out and have some fun in recovery!"

Thank you for your service,

Andrew G

Group- Together We Can in Steamboat—September 1, 2015

Phone Contact:-GSR- Sally P [303-956-6142](tel:303-956-6142)

Changes to Meeting Schedule- None

Events: Bar B Q on August 16<sup>th</sup> was very well attended.

Group Needs-Secretary position is still open

Thank You For Your Service,

Missed You at the Retreat,

Sally P.

10. **Ten Minute Break - WAIVED**

11. **Sharing Session - WAIVED**

## 12. Reading of Service Prayer - Tracy

## 13. Subcommittee Reports

Activities – Clayton NO REPORT (NO GUIDELINES SUBMITTED)

H & I Literature - Jenette (NO GUIDELINES SUBMITTED)

H&I conducted our group inventory today we were able to come up with several things that we are really good at as a group, as well as working on the solutions to improve in the areas that we are not doing so well in. Our literature order that was placed today was \$217.45

H&I is still in need of a vice chair

We have several facilities that are in need of panel members

ICCS womens held every Friday at 7pm 6 mo. clean time

Denver Health every Monday at 8 pm 6mo. clean time

Denver drug court speakers 1st & 5th Thursday 6mo. clean time. [720-369-6548](tel:720-369-6548) Dennis B.

Please GSR'S please take this back to ur meeting

Thank you for letting be of service

Jennette W.

Phone Line – Jordan (GUIDELINES ATTACHED AT END)

The following slots need to be filled:

Tuesday 10 AM-2 PM

Tuesday 10 AM-2 PM

Tuesday 2 PM-6 PM,

Friday 6 AM-10 AM

Please announce this at your meetings. We have a vice-chair, and an information line coordinator in training. I could also use a volunteer coordinator to come help train new volunteers. Please talk to me if you're interested.

This month, we are focusing on updating the event line, and I will be training my vice-chair on this. I will also be training all current members of my subcommittee on returning missed calls so that we can be more prompt when it comes to returning calls. Our subcommittee has voted and we think it's in the best interest of Public Relations as a whole if we switch our hotmail account to gmail, as this will make it easier for all of us to work as one unit. We will hopefully have this done by next month.

We had 15 missed calls and 532 total incoming calls. I know this is still a really solid job done by phone line, but I would really like to get that number of 15 down much lower. I'd like to add a fifth volunteer to every time slot so that we can really have as

much support and as few missed calls as possible, so that's really my current goal for the phone line right now. Please announce at your meetings that any and all times are available to be filled.

#### Phone Line Missed Calls for August:

Monday- 3:19 PM, 2:02 PM

Tuesday- 5:18 PM

Wednesday- 1:49 PM

Thursday- 1:05 PM, 7:38 PM, 4:31 PM,

Friday- 2:02 PM, 10:57 AM, 9:57 PM

Saturday: 7:16 PM

Sunday- 11:17 AM, 8:46 AM, 11:16 PM, 2:55 PM

Thank you for letting me be of service!

Jordan B.

720-237-3073

[jordankay09@gmail.com](mailto:jordankay09@gmail.com)

denvernaphoneline@hotmail.com

Public Info – Travis (verbal) NO REPORT (NO GUIDELINES SUBMITTED)

Training – Sarah L (absent with notice) NO REPORT (NO GUIDELINES SUBMITTED)

Webservant – Scott B (NO GUIDELINES SUBMITTED)

Meeting lists that were printed in August are on the back table. The next time new meeting lists will be printed will be for the August MHASC meeting. There were no requests made for changes to the meeting lists from the last area meeting.

The website email ([milehina@nacolorado.org](mailto:milehina@nacolorado.org)) received one request looking for a specific NarAnon or NarcAnon meeting, I referred them to the NarAnon website.

There is a folder containing forms for requesting changes to the meeting schedule, for listing open service positions, and for listing events and activities to post on the website. Please pass this around and return it all to the web servant by the end of the meeting.

All those types of requests can also be sent to the area email address, [milehina@nacolorado.org](mailto:milehina@nacolorado.org)

I have implemented an anonymous page visit counter to a few pages in the website to track unique and returning visits. We are currently averaging 116 users per day totaling 2500 page views since July 16<sup>th</sup> with a nearly 50/50 split of new visitors to returning visitors. The only pages currently being logged are the index, meeting list, and events page.

Thank you for allowing me to serve,

Scott B. - MHASC Web Servant

LITERATURE – Kevin (NO GUIDELINES SUBMITTED)

Current inventory amount is \$5,038.30

PR Coordinator – Dan (NO GUIDELINES SUBMITTED)

I don't believe any P.R. guidelines even exist (or at least they are NOT posted on <http://www.nacolorado.org/denver/trustedservants.html>. I'll have to work on Kerry's request more at this time.

Thanks & ((hugs!))

Dan M.

Hello from your Public Relations committee! My name is Dan and I'm an addict.

We, as a collective group of sub-committees, made a lot of progress in our 1pm meeting today!

First up, all the sub-committees have agreed to create 1 Gmail address per sub-committee with identical nomenclature so that it's uniform on how to electronically contact any and all of our sub-committees going forward. Internally we've worked out getting any technical support needed from our Webservant Scott B. and we'll be setting up forwarding all communications from old/legacy email accounts to forward them to the new, uniform account addresses. Old/legacy email accounts will remain open for the unforeseen future so that no communication is missed no matter what email account is contacted. The new uniform Gmail addresses will be updated on our website as soon as each sub-committee alerts our Webservant that the new email address is up and active. We agreed to have this project wholly completed by our Sunday, October 4th P.R. meeting

As a friendly reminder, all sub-committees need folks to show up and jump into service at each of our Area Sunday monthly meetings.

Today, we sub-committees discussed lengthening all sub-committee chair positions from a current 1-year commitment to a 2-year commitment to slow rotation of service since a lot of tribal knowledge is lost in a quick one year term. We unanimously voted to keep chair commitments to a 1-year length of service at this time due to our thinking that it may be a lengthier commitment for other trusted servants of the sub-committees to 'rotate up' in a realistic time frame.

One last thing to mention is our ongoing discussion and work at the monthly Public Relations meetings for each sub-committee to create a 'Chair check-list' used for when rotation of roles occurs within each sub-committee. The checklists should aid newly elected sub-committee chairs with important information related to the guidelines we all must follow, calendar dates to pay attention to and tribal knowledge, etc. that will hopefully ensure a smoother, more congruent effort as service rotates from one person to another. We'll continue working toward this goal and will keep the MHASC Area committee update with our progress.

In humble service,

Dan M. (personal cell for any inquiries -->[720.569.7746](tel:720.569.7746) or [mhascpr@gmail.com](mailto:mhascpr@gmail.com))

14. New Business – Motions - **NONE**

15. Disbursement of Funds (Outside of approved budgets.) - **NONE**

16. Action Items for next month

\*CRCNA Speaker submissions

Subcommittee guideline review

17. Closing Treasurer's Balance \$\_\_SEE ATTACHED\_\_\_\_\_

18. Announcements / Reminders for next Month - **NONE**

19. 5:00 pm Adjournment or Motion to Extend Business

*Please be courteous and wait to end of meeting to pack up*



**MILE HIGH AREA  
PHONE-LINE  
SUBCOMMITTEE GUIDELINES  
7/21/2013**

**1. Definition and Purpose of the Subcommittee:**

The Mile High Area Phone-Line Subcommittee (hereinafter referred to as the Subcommittee) is a volunteer group of the fellowship of Narcotics Anonymous, existing for the express purpose of directing the potential addict to an NA meeting or directing questions about our fellowship to the appropriate subcommittee(s).

The response and attitude of the volunteer(s) can have a lasting impression on the caller.

As a Subcommittee of the Mile High Area Service Committee (MHASC), we shall maintain effective communication and cooperation with the MHASC. Meetings are open to all members of the NA fellowship.

**2. Functions of the Subcommittee:**

- To hold regularly scheduled monthly business meetings
- To communicate and disburse all information to and from phone-line volunteers
- To provide representation and participation in the MHASC
- To coordinate, recruit and develop the training of phone-line volunteers
- To update the information line on a as needed basis (minimum) weekly
- To elect and/or appoint members to fulfill the needs of the subcommittee
- To educate the fellowship at large and train subcommittee members
- To maintain an archive of all correspondences
- To Schedule and maintain active volunteer lists

**3. Structure of Elected Positions:**

The Elected Positions of the Subcommittee (also known as coordinators) shall consist of a Chairperson, Vice-Chairperson, Volunteer Training Coordinator, Information Line Coordinator and Secretary. All positions, with the exception of the Chairperson, who is elected by the MHASC, are elected by a consensus of the Subcommittee.

All terms of office are one (1) year with eligibility for a second term of one (1) year for any elected position, followed by two (2) years of ineligibility for that position.

If an elected committee member becomes unable to fulfill the duties of that position, a successor shall be suggested by the Chairperson and approved by the Subcommittee at the next business meeting. Should the Chairperson be unable to fulfill the duties of that position, the Vice- Chairperson will automatically assume the position of the chairperson until the next MHASC meeting where a new Chairperson will be elected or appointed.

**4. Qualifications and Duties of Elected Committee Members:**

**All coordinators are required to attend regular monthly Phone-Line Committee meetings and to submit a written report to the committee each month. Coordinators will also be responsible for helping to develop written job descriptions, duties and procedures for their position. The reports and descriptions of duties should include enough information (such as successful strategies and not so successful ones) to help ensure continuity of service. Coordinators must have the required/not suggested minimum clean time and are directly responsible to the Phone-Line Chair. Coordinators are responsible for staying in close communication with the Phone-Line Chair to make sure the flow of information is current and correct.**

**Chairperson:** elected by the MHASC – see MHASC requirements and responsibilities in MHASC guidelines. Responsibilities to the subcommittee include:

- Presides at Subcommittee meetings
- Prepares an agenda for each meeting
- Maintains order at the meeting
- Provides representation of the subcommittee at the monthly MHASC meeting and supplies a report to the MHASC
- Attends volunteer trainings when applicable to observe and assist in carrying the message and training of volunteers
- Creates an annual and quarterly Subcommittee budget to be submitted to the MHASC
- Recruits phone-line volunteers
- Updates the schedule, event line and applicable information on a weekly basis

**Vice-Chairperson:** Requires 2 year clean time, completion of Phone-Line training. Responsibilities of the position include:

- Assumes the duties of Chairperson in the case of Chairperson's absence
- If the office of chairperson should become vacant, the Vice- Chairperson assumes the duties until a Chairperson is elected or appointed by the MHASC.
- Works closely with the Chairperson to become familiar with all aspects of the Chairpersons responsibilities
- Fills in for all vacant subcommittee positions if open, coordinates with chair if there are several vacancies
- Keeps current with new services/technologies offered by the phone service provider
- Recruits phonline volunteers
- Maintains volunteer moral [either through thank-you notes, bi-annual parties (see WSO phone-line guide), etc.]
- Keeps a current list of outside contacts and referral numbers and schedule

**Volunteer Training Coordinator:** Requires 1 year clean time and completion of Phone-Line training. Responsibilities of the position include:

- Recruits phone-line volunteers
- Sets up training sessions, orientations, training materials
- Is available for monthly training
- Informs Chair/Vice Chair of schedule additions/subtractions as obtained

**Information Line Coordinator:** Requires 1 year clean time, completion of Phone-Line training. Responsibilities of the position include:

- Retrieves call logs for missed calls, number of calls into phone line, minutes used and coordinates with Chair five days before MHASC for report
- Check voicemail and return calls
- Collects and analyzes phone service logs to determine if the phone-line is providing effective service, and/or makes suggestions as to how to improve the service
- Recruits phone-line volunteers

**Secretary:** Requires 6 months clean time and completion of Phone-Line training. Responsibilities of the position include:

- Records minutes of all meetings of the Subcommittee
- Copies and distributes minutes from Subcommittee meetings
- Keeps current records of all Subcommittee members including addresses, phone numbers, and email addresses
- Receives phone-line logs for archives and coordinates with Vice Chair
- Prints or copies (fliers, etc.)
- Recruits phone line volunteers

### **Phone-Line Volunteers: REQUIRED clean time 1 year**

Requires completion of Phone-Line training. Responsibilities of the position include:

- Follows the Phone-Line Flow Chart as outlined in the WSO Guide to Phone-Line Service
- Notifies Phone-Line chair when there is an e-mail or phone number change

[http://www.na.org/admin/include/spaw2/uploads/pdf/PRHB-Res/Chapter9Resources\\_Mar07.pdf](http://www.na.org/admin/include/spaw2/uploads/pdf/PRHB-Res/Chapter9Resources_Mar07.pdf)

A chapter in the PR Handbook Resource Material page on the website [http://www.na.org/?ID=Public\\_relations](http://www.na.org/?ID=Public_relations)

### ***Our Vision:***

Our vision is to ensure that each member of the Phone-Line Subcommittee of the Mile High Area has the information needed to be confident and concise in the Narcotics Anonymous message that they carry to those via 303-832-3784(DRUG). We hope by offering each member of the Subcommittee this information, we, as a subcommittee, will better perform the task given to us by the Mile High Area.

### ***Our Mission:***

The mission of the Phone-Line Subcommittee is to direct the potential newcomer to a meeting or direct questions about our fellowship to the appropriate subcommittee(s). We will help each individual member to better understand the Traditions of N.A., and how to interact with people that

may or may not be seeking recovery from the disease of addiction. We will present the Do's and Don'ts of phone-line interaction, which will help to protect the member and the image of Narcotics Anonymous. We hope to do this all in a clear and concise message, indicative of recovery in Narcotics Anonymous.

*Approved by Consensus: 8/4/13*